

MICHIGAN DEPARTMENT OF CIVIL SERVICE
JOB SPECIFICATION

COMMUNICATIONS ASSISTANT

JOB DESCRIPTION

Employees in this job perform and oversee a variety of tasks where disseminating information or materials to users over-the-counter and/or through the use of communications equipment and devices is a substantial and/or essential part of the work. This job includes employees who operate switchboards to relay incoming and interoffice calls and make connections with outside lines.

There are four classifications in this job.

Position Code Title – Communications Assistant-E

Communications Assistant 5

This is the entry level. The employee performs a range of information dissemination assignments while learning the work methods, procedures, and processes.

Communications Assistant 6

This is the intermediate level. There are two concepts at this level: The employee either performs a limited range of information dissemination assignments in accordance with well-defined instructions and guidelines, or the employee performs a range of information dissemination assignments in a developing capacity.

Communications Assistant E7

This is the experienced level. The employee performs a full range of information dissemination assignments and uses judgment in making decisions where alternatives are determined by established policies and procedures.

Position Code Title – Communications Assistant-A

Communications Assistant 8

This is the advanced level. The employee either functions as a lead worker overseeing the work of others or as a senior worker. Senior level employees consistently perform complex assignments beyond those expected at the experienced level which have been approved by Civil Service.

NOTE: Employees generally progress through this series to the experienced-level based on satisfactory performance and possession of the required experience. However, positions performing a limited range of duties may not progress beyond the intermediate level.

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JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Disseminates information and materials over the counter or by telephone to the public regarding state government and/or departmental services.

Receives visitors and answers telephone; screens and/or directs visitors, callers, or messages to appropriate persons or offices.

Operates telephone switchboard to route incoming and interoffice calls to proper persons or make connections with outside lines.

May operate radio equipment, computer terminals, or other communications devices to maintain contact with staff in the field.

Greets tourists, distributes travel literature, maps, promotional materials, etc.

Answers general travel inquiries and gives directions and mileage information to tourists' destinations.

Sells licenses, permits, maps, and publications to the public.

Hands out and gives instructions for completion of applications and other forms; reviews forms for proper completion.

Registers clients and visitors, schedules appointments and responds to inquiries by providing directions, instructions, or other information concerning the work area.

Keeps logs and records of telephone calls, clients or tourists served, and types of services provided.

Reserves and assigns conference rooms, motor vehicles, and other equipment to staff.

May observe television monitors and building systems alarms to assist in maintaining the safety, security and comfort of buildings and grounds, as needed.

Upon request, summons emergency services such as police, fire, and ambulance for public assistance.

May input, retrieve, update, or delete information from computer files using video data terminals.

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May perform typing duties incidental to the work such as typing cards, labels, folders, envelopes, forms, and short memoranda and reports.

Additional Job Duties

Communications Assistant E7-8

Receives verbal and written requests for informational materials.

Determines pertinent sources and searches records and files for information requested; assembles information for requesters.

Compiles information and records into report form.

Responds to inquiries, complaints, and other communications requiring the explanation of procedures, policies, rules, state laws, etc. applicable to the situation.

Composes routine correspondence and memoranda related to the work in accordance with instructions.

Interprets and applies instructions and guidelines to resolve work problems.

Maintains record files, manuals, and logs of brochures or other materials and supplies used in the work area.

Performs related work appropriate to the classification as assigned.

Communications Assistant 8 (Senior Worker)

Regularly performs assignments, which are recognized as the most complex and difficult.

Serves as primary liaison between the unit and the various users requesting information and services.

Prepares informational materials, exhibits, and displays for the public.

Prepares reports from information gathered from surveys and studies of services provided, clients served, trends, etc.

Makes recommendations for improving the operations of the office by revising procedures, forms, etc.

Answers questions and resolves problems for less experienced workers in non-routine situations.

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Communications Assistant 8 (Lead Worker)

Explains work instructions to lower level communications assistants and others, adapting procedures and guidelines to meet the required needs.

Coordinates the work of the unit by determining priorities, scheduling, and assigning work to others.

Oversees and assures the proper completion of the work by directing the adherence to established methods, procedures, and practices.

Establishes and revises work methods, forms, formats, and standards to improve operating efficiency.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is necessary at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of communications and public relations techniques.

Knowledge of the operations of communications devices and equipment.

Knowledge of general office practices.

Knowledge of general record keeping and filing.

Ability to understand and follow instructions.

Ability to take messages in a clear and concise manner.

Ability to disseminate information in a clear and concise manner.

Ability to communicate effectively with others.

Ability to answer questions and determine appropriate course of action relative to incoming messages, calls, or requests.

Ability to operate standard office equipment such as teletype machines, telephone switchboards, radio equipment, data terminals, calculators, and/or duplicating machines, etc.

Ability to make decisions and take necessary actions.

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Ability to work under stressful conditions.

Ability to add, subtract, multiply, and divide arithmetical figures.

Additional Knowledge, Skills, and Abilities

Communications Assistant E7-8

Ability to select and compile data for correspondence or reports.

Ability to compose correspondence.

Ability to interpret and apply instructions and guidelines to job situations.

Communications Assistant 8 (Senior Worker)

Ability to perform the most complex and difficult assignments.

Communications Assistant 8 (Lead Worker)

Ability to explain instructions and guidelines to others effectively.

Ability to organize and coordinate the work of the unit.

Ability to determine work priorities and assign work to others.

Working Conditions

Some jobs are located in a correctional facility, mental health facility, social services agency, or hospital facility.

Some jobs require direct contact with prisoners.

Some jobs require direct contact with patients.

Physical Requirements

None.

Education

Educational level typically acquired through completion of high school.

Experience

Communications Assistant 5

No specific type or amount is required.

Communications Assistant 6

One year of administrative support experience.

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Communications Assistant E7

Two years of administrative support experience, including one year equivalent to the Communications Assistant 6, involving substantial public contact.

Communications Assistant 8

Three years of administrative support experience, including two years equivalent to the Communications Assistant 6, involving substantial public contact.

Special Requirements, Licenses, and Certifications

None.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

COMNAST

Job Code Description

Communications Assistant

Position Title

Communications Assistant-E
Communications Assistant-E
Communications Assistant-A
Communications Assistant-A

Position Code

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Pay Schedule

W41-002
NERE-001
W41-009
NERE-004

ECP Group 1
Revised 12/11/2000
JVH/VLWT/JV/TH